

SOP Title: IT Telecommunication–Related Services**June 22, 2005****Deputy Area/Division: Deputy Chief for Management, Information Technology Division****Revision:****Page 1 of 2****1. Purpose:**

To provide the Standard Operating Procedure (SOP) for obtaining IT telecommunication–related services through September 30, 2005. Beginning October 1, 2005, USDA ITS will provide these services.

2. Scope:

This SOP will be followed by all employees when requesting IT telecommunication–related services.

3. Outline of Procedure:

- 4.1 Description of Services
- 4.2 Preparing and Submitting Requests

4. Specific Procedures:

4.1 Description of Services

- A. Federal Calling Cards are issued for use when traveling or working remotely.
- B. Digital phone services and T–1 Lines are utilized in large metropolitan areas requiring high bandwidth. Small offices use mostly analog phone lines.
- C. The 800–number services are used for special purposes; e.g., CSP sign-ups. The exception to this is VoiceCom and Voice Mail Services.
- D. Toll–free Audio/Net Conference Services are available and can be accessed using your State, Center, or NHQ account. Users request services by contacting the Federal Telecommunication Services (FTS) representative in your respective work location.

4.2 Preparing and Submitting Requests

Responsibilities of the Requestor:

- A. Prepare a written request that must include the following:
 - 1. Name of requestor and location.
 - 2. Type of service being requested.
 - 3. Purpose of service.

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4. Justification.

5. Date when services are needed.

- B. Submit completed requests to the FTS representative. Contact information for FTS representative is available from the respective State or Center. The FTS representative at NHQ is .

Responsibilities of the FTS Representative:

- C. Review and process the service request.
- D. Notify requestor about request status within 7 business days of receipt.

5. Technical Contact:

/s/	6/22/05
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